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Due Date: December 10, 2002

**IN THE UNITED STATES PATENT AND TRADEMARK OFFICE
BEFORE THE BOARD OF PATENT APPEALS AND INTERFERENCES**

In re Application of:)
Inventor: Robert J. Tramontano)
Serial #: 09/481,766)
Filed: January 11, 2000)
Title: DATA WAREHOUSE APPLICATIONS)
FOR NETWORKS OF SELF-SERVICE)
MACHINES)

BRIEF OF APPELLANT

Commissioner for Patents
Washington, D.C. 20231

Dear Sir:

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In accordance with 37 C.F.R. §1.192, Appellant's attorney hereby submits the Appellant's Brief on Appeal from the final rejection in the above-identified application, in triplicate, as set forth in the Office Action dated July 17, 2002.

Please charge the amount of \$320.00 to cover the required fee for filing this Appeal Brief as set forth under 37 C.F.R. §1.17(c) to Deposit Account No. 14-0225 of NCR Corporation, the assignee of the present application. Also, please charge any additional fees or credit any overpayments to Deposit Account No. 14-0225.

I. REAL PARTY IN INTEREST

The real party in interest is NCR Corporation, the assignee of the present application.

II. RELATED APPEALS AND INTERFERENCES

There are no related appeals or interferences for the above-referenced patent application.

12/10/2002 CV0111 00000039 140225 09481766

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III. STATUS OF CLAIMS

Claims 1 and 3-35 are pending in the application.

Claim 35 was rejected under 35 U.S.C. §102(e) as being anticipated by Zucknovich et al., U.S. Patent No. 5,940,843 (Zucknovich).

Claims 1 and 3-34 were rejected under 35 U.S.C. §103(a) as being unpatentable over Burdick et al., U.S. Patent No. 6,148,307 (Burdick) in view of Melchione et al., U.S. Patent No. 5,930,764 (Melchione).

IV. STATUS OF AMENDMENTS

The amendments made subsequent to the final rejections in the Office Action dated July 17, 2002 were entered for the purposes of this appeal.

V. SUMMARY OF THE INVENTION

Independent claim 1 is generally directed to a network connecting a plurality of self-service machines (SSMs), wherein each of the SSMs executes a relational database management system (RDBMS) that maintains a relational database stored on the SSM, and the relational database stores information for customers that frequent the SSM.

Independent claim 21 is generally directed to a method of processing information in a network interconnecting a plurality of self-service machines (SSMs). A relational database management system (RDBMS) is executed on each of the SSMs, wherein the RDBMS maintains a relational database stored on the SSM and the relational database stores information for customers that frequent the SSM that executes the RDBMS. The information stored in the relational database is used to more effectively serve a customer at the SSM.

Independent claim 35 is generally directed to a relational database management system (RDBMS) executed by a plurality of self-service machines (SSMs) interconnected by a network, wherein each of the SSMs stores a relational database, and the relational database stores information for customers that frequent the SSM.

With regard to the claims, refer to the specification as follows:

- (a) at page 2, line 27 through page 3, line 9, and in FIG. 1 as reference numbers 100-106;
- (b) at page 3, lines 10 - 15, and in FIG. 2 as reference numbers 200-208;
- (c) at page 4, lines 16 - 23;

- (d) at page 5, lines 1 - 10;
- (e) at page 5, lines 16 - 29;
- (f) at page 6, lines 6 - 15, and in FIG. 3 as reference numbers 300-304; and
- (g) at page 6, line 17 through page 7, line 7, and in FIG. 4 as reference numbers 400-404.

VI. ISSUES PRESENTED FOR REVIEW

1. Whether claim 35 is anticipated by Zucknovich et al., U.S. Patent No. 5,940,843 (Zucknovich).
2. Whether claims 1 and 3-34 are obvious over Burdick et al., U.S. Patent No. 6,148,307 (Burdick) in view of Melchione et al., U.S. Patent No. 5,930,764 (Melchione).

VII. GROUPING OF CLAIMS

The rejected claims do not all stand or fall together. Separate arguments for the patentability of each group of claims are provided below.

VIII. ARGUMENT

A. The Office Action Rejections

In sections (3)-(4) of the Office Action, claim 35 was rejected under 35 U.S.C. §102(e) as being anticipated by Zucknovich et al., U.S. Patent No. 5,940,843 (Zucknovich). In sections (5)-(6) of the Office Action, claims 1 and 3-34 were rejected under 35 U.S.C. §103(a) as being unpatentable over Burdick et al., U.S. Patent No. 6,148,307 (Burdick) in view of Melchione et al., U.S. Patent No. 5,930,764 (Melchione).

Appellant's attorney respectfully traverses these rejections.

B. The Appellant's Claimed Invention

Independent claim 1 is generally directed to a network connecting a plurality of self-service machines (SSMs), wherein each of the SSMs executes a relational database management system (RDBMS) that maintains a relational database stored on the SSM, and the relational database stores information for customers that frequent the SSM.

Independent claim 21 is generally directed to a method of processing information in a network interconnecting a plurality of self-service machines (SSMs). A relational database

management system (RDBMS) is executed on each of the SSMs, wherein the RDBMS maintains a relational database stored on the SSM and the relational database stores information for customers that frequent the SSM that executes the RDBMS. The information stored in the relational database is used to more effectively serve a customer at the SSM.

Independent claim 35 is generally directed to a relational database management system (RDBMS) executed by a plurality of self-service machines (SSMs) interconnected by a network, wherein each of the SSMs stores a relational database, and the relational database stores information for customers that frequent the SSM.

C. The Zucknovich Reference

Zucknovich describes electronic distribution of research documents over the world wide web or other network to investors. A repository server receives research documents from contributors. A restriction subsystem server is selectively coupled to the contributor workstation. The restriction subsystem server which includes manages and stores “restriction” and “review” information of companies, relative to contributors. A contributor identifies (via electronic communication or otherwise) to the restriction subsystem server a “restriction” and/or “review” status of a company relative to the contributor. A particular company may be identified as “RESTRICTED” if the contributor has a current banking or financial interest in the company. Additionally, a company may be identified as “UNDER REVIEW” if the contributor believes its opinion about the company may change based on a news event. Moreover, a company may be identified as “UNDER EXTENDED REVIEW,” if, for example, the contributor is not presently “covering” that company. Each time the repository server is queried for a list of reports or documents (i.e., document titles or headlines), the repository server determines whether to provide a particular title to the viewer workstation (via a viewer server or web server) to the user based on the restriction status of the contributor of the document relative to the restriction status of the company or companies associated with the document.

D. The Burdick Reference

Burdick describes data in disparate formats from different data sources which are reformatted into a common data format and stored in database servers serving one or more data sources such that each database server contains only a portion of the composite database. A

client server and graphical user interface are provided for allowing a client to perform simple search requests on one database server, browse requests on all database servers, or serve complex search requests on one or more database servers. The client server may reformat the resultant search data into one or more specific database formats for retrieval and manipulation by a specific database program or display the information for the client. The present invention has particular application to the semiconductor manufacturing field, for tracking data produced during the processes of semiconductor manufacturing.

E. The Melchione Reference

Melchione describes a sales process support system and method for identifying sales targets using a centralized database to improve marketing success. The system includes a central database that receives comprehensive information from a variety of internal and external feeds, and standardizes and households the information in a three-level hierarchy (households, customers, and accounts) for use by a financial institution. The comprehensive information stored on the central database is accessed through micromarketing workstations to generate lists of sales leads for marketing campaigns. A database engine is provided for generating logical access paths for accessing data on the central database to increase speed and efficiency of the central database. The system distributes sales leads electronically to branch networks, where the sales leads are used to target customers for marketing campaigns. The central database is accessed by workstations of a central customer information system for profiling customers, enhancing customer relationships with the financial institution, and electronically tracking sales and service performance during marketing campaigns. The system can also include a system for opening an account in a single session that is in communication with the central database, micromarketing centers, central customer information systems and branch systems of the present invention so that data can pass between these systems where legal and appropriate.

F. Appellant's Claims Are Patentable Over The Reference

Appellant's claims are patentable over the references because they recite a novel and nonobvious combination of elements. More specifically, the cited references do not teach or suggest the elements of independent claims 1, 21 and 35 directed to a network connecting a plurality of self-service machines (SSMs), wherein each of the SSMs executes a relational database

management system (RDBMS) that maintains a relational database stored on the SSM and the relational database stores information for customers that frequent the SSM. In addition, the cited references do not teach or suggest the elements of independent claim 21 directed to using the information stored in the relational database to more effectively serve a customer at the SSM.

In response to the Appellant's attorney's previous arguments, the Office Action states the following:

Appellant discussed that Zucknovich, Burdick and Melchione merely describe databases stored on servers, not on self-service machines. However, Zucknovich teaches that the database servers that are available to the CGI are listed in the Webpubl.lnl file on the web server 4. When satisfying a no-text matching query, the CGI will attempt to use an SQL type server first. If that database server is not available, the CGI will automatically switch to the next available SQL database server. When satisfying a text matching query, the CGI will attempt to use an full text database server. Again if that server is not available, then its backup will be tried, and so on, until either a server can satisfy the query (col. 11, lines 5-20). This information shows that the system have to have two servers; the first DB server 11 which includes a relational database 11 is stored in a server; the second DB server 13 which includes a relational database 10 is stored in another server. Also, Burdick teaches that the system network includes a plurality of database servers 105 and 107. When a client enters data requests, the system will access any one of database servers 105, 107 (fig. 1; col. 7, lines 1-10). This information shows that because of the two database servers 105 and 107 are connected through network with different location, thus these two database servers are on different servers. It is clear that servers are computers, which have functions same as self-service machines or self-service machines are only computers, which are used to stored databases and accessed by users. Thus, servers are presented as self-service machines.

Appellant also discussed that neither Zucknovich, Burdick nor Melchione describe storing information for only those customers that frequent the self-service machines in the relational database stored on self-service machine. Zucknovich teaches that the user may then selected a document by clicking on the document's headline. The document transfer process takes place as follows: The web server 4 issues a request to the relational database 11 asking whether the user is permitted to view the selected document. Assuming that the selected SQL server is available, then the SQL server returns whether the use is so permitted. If the user is not permitted, then the web server 4 generates a HTML page using an error template. If the user is permitted, the requested document file is opened. At the user computer 6, 8, the Internet browser program launches a helper application to allow the user to read, print and save the document. Scenario 1: User 1 signs on to the web server 4 at his office. The CGI marks this browser/user ID combination as the current user. At 5:00 PM, he goes home, without closing

down his browser. At 5:45 PM he signs on from his home computer. The CGI now marks this browser/user ID as the current user. At 10:00 PM, he goes to bed, without turning off his browser. At 8:00 AM the next day, he arrives at work, and tries to access the web server 4 again (col. 9, lines 40-65; col. 78, lines 15-35). This information shows that user 1 access frequently the web server 4.

Melchione also teaches that DB2 database includes security database, domain database, parameter database. For each user's profile, the security database 30 maintains information about the user's workstation. The security database 30 also determines whether the user can access certain accounts. The domain database 31 stores account status of each user. When the account opening system and process is used as part of the integrated system of the present invention, the greeter step is particular important. In particular, aside from the aforementioned advantages, the greeter step provides useful information concerning customers and potential customers that enter a branch and make it possible to determine, how long a customer waits in line, how frequently a customer visits a particular branch (fig. 1, col. 17, lines 10-35; col. 45, lines 10-20).

Appellant's attorney disagrees with these assertions. Specifically, Appellant's attorney submits that these assertions made by the Office Action ignore specific limitations of the claims.

For example, claims 1, 21 and 35 all recite that each of the self-service machines executes a relational database management system (RDBMS) that maintains a relational database stored on the self-service machine. Zucknovich, Burdick and Melchione merely describe databases stored and accessed on servers, not on self-service machines, as that term is defined in this application. Zucknovich describes centralized database servers, and nowhere discloses self-service machines storing their own databases. Burdick also describes centralized database servers, wherein each database server contains only a portion of the composite database, but also fails to disclose self-service machines storing their own databases. In addition, Melchione describes a centralized database, which includes user profiles, but says nothing about self-service machines storing their own databases.

In another example, claims 1, 21 and 35 all recite that the relational database of the self-service machine stores information for customers that frequent the self-service machine. Neither Zucknovich, Burdick nor Melchione describe storing information for customers that frequent self-service machines in the relational databases stored on the self-service machines. As a result, neither Zucknovich, Burdick nor Melchione teach or suggest using the information for customers

that frequent the self-service machines stored in the relational databases to more effectively serve the customers at the self-service machines.

Thus, Appellant's attorney submits that independent claims 1, 21 and 35 are allowable over the cited references.

G. Appellant's Dependent Claims 2-10 Are Patentable Over The References

Appellant's attorney submits that dependent claims 3-20 and 22-34 are submitted to be allowable over the cited references in the same manner, because they are dependent on independent claims 1 and 21, respectively, and thus contain all the limitations of the independent claims. In addition, dependent claims 3-20 and 22-34 recite additional novel elements not shown by the cited references.

With regard to claim 3, which is dependent on independent claim 1 and recites "wherein the SSM further comprises means for using the information stored in the relational database to more effectively serve a customer at the SSM," the Office Action cites Melchione as disclosing this element at column 11, lines 40-60. Appellant's attorney disagrees, since Melchione does not disclose an SSM, nor a relational database stored by an SSM, but instead describes a centralized database, and thus nothing in the description of Melchione relates to using the information stored in the relational database to more effectively serve a customer at the SSM.

With regard to claims 4 and 20, which are dependent on independent claims 1 and 21, respectively, and which recite "using the information stored in the relational database to market products and services to a customer at the SSM," the Office Action cites Melchione as disclosing this element at column 11, lines 40-60. Appellant's attorney disagrees, since Melchione does not disclose an SSM, nor a relational database stored by an SSM, but instead describes a centralized database, and thus nothing in the description of Melchione relates to using the information stored in the relational database to market products and services to a customer at the SSM.

With regard to claim 5, which is dependent on independent claim 1 and recites "wherein operations for the relational database are directed to the SSMs based on the information stored in the relational database on the SSMs," the Office Action cites Melchione as disclosing this element at column 7, lines 30-40. Appellant's attorney disagrees, since Melchione does not disclose an SSM, nor a relational database stored by an SSM, but instead merely describes a centralized database, and thus nothing in the description of Melchione relates to directing operations for the

relational database to the SSMs based on the information stored in the relational database on the SSMs.

With regard to claim 6, which is dependent on independent claim 1 and recites “means for storing the information in relational databases on a plurality of the SSMs,” the Office Action cites Burdick as disclosing this element at column 8, lines 40-55. Appellant’s attorney disagrees, since Burdick does not disclose an SSM, or a relational database stored by an SSM, but instead merely describes database servers, and thus nothing in the description of Burdick relates to storing the information in relational databases on a plurality of the SSMs.

With regard to claim 7, which is dependent on independent claim 1 and recites “means for moving the information stored in the relational database among the SSMs,” the Office Action cites Burdick as disclosing this element at column 12, lines 35-40. Appellant’s attorney disagrees, since Burdick does not disclose an SSM, or a relational database stored by an SSM, but instead merely describes refreshing remote site databases, and thus nothing in the description of Burdick relates to moving the information stored in the relational database among the SSMs.

With regard to claims 8 and 23, which are dependent on independent claims 1 and 21, respectively, and which recite “each of the relational databases is a partition of a global relational database, wherein the global relational database is comprised of a plurality of the relational databases stored on a plurality of the SSMs,” the Office Action cites Burdick as disclosing this element at column 12, lines 35-50. Appellant’s attorney disagrees, since Burdick does not disclose an SSM, or a relational database stored by an SSM, or that each relational database stored by an SSM is a partition of a global relational database, but instead merely describes database servers, and thus nothing in the description of Burdick relates the relational databases on SSMs being partitions of a global relational database, wherein the global relational database is comprised of a plurality of the relational databases stored on a plurality of the SSMs.

With regard to claim 9, which is dependent on independent claim 1, and which recites “each of the relational databases stores information on customers that frequent the SSM that executes the RDBMS,” the Office Action cites Melchione as disclosing this element at column 11, lines 25-40. Appellant’s attorney disagrees, since Melchione does not disclose an SSM, or a relational database stored by an SSM, but instead merely describes a centralized database, and thus nothing in the description of Melchione relates to relational databases that store information on customers that frequent the SSM that executes the RDBMS.

With regard to claims 10 and 24, which are dependent on independent claims 1 and 21, respectively, and which recite “one or more transaction processing systems coupled to the network for processing transactions from the SSMs” (in claim 10) and “processing financial transactions from the SSMs at one or more transaction processing systems coupled to the network” (in claim 24), the Office Action cites Burdick as disclosing this element at column 6, lines 40-67 and column 7, lines 10-40. Appellant’s attorney disagrees, since Burdick does not disclose an SSM, but instead merely describes database servers, and thus nothing in the description of Burdick relates to transaction processing systems coupled to the network for processing transactions from the SSMs.

With regard to claims 11 and 25, which are dependent on independent claims 1 and 21, respectively, and which recite “one or more data warehouse systems coupled to the network for storing information collected in the course of transactions involving the SSMs” (in claim 11) and “storing information collected in the course of transactions involving the SSMs at one or more data warehouse systems coupled to the network” (in claim 25), the Office Action cites Burdick as disclosing this element at column 7, lines 10-40. Appellant’s attorney disagrees, since Burdick does not disclose an SSM, but instead merely describes database servers, and thus nothing in the description of Burdick relates to data warehouse systems coupled to the network for storing information collected in the course of transactions involving the SSMs.

With regard to claims 12 and 26, which are dependent on dependent claims 11 and 25, respectively, and which recite “synchronizing the storage of information between the SSMs and the data warehouse system,” the Office Action cites Burdick as disclosing this element in FIG. 5. Appellant’s attorney disagrees, since Burdick does not disclose an SSM, but instead merely describes database servers, and thus nothing in the description of Burdick relates to synchronizing the storage of information between the SSMs and the data warehouse system.

With regard to claims 13 and 27, which are dependent on dependent claims 11 and 25, respectively, and which recite “synchronizing the storage of information among the SSMs,” the Office Action cites Burdick as disclosing this element in FIG. 5. Appellant’s attorney disagrees, since Burdick does not disclose an SSM, but instead merely describes database servers, and thus nothing in the description of Burdick relates to synchronizing the storage of information among the SSMs.

With regard to claims 14 and 28, which are dependent on dependent claims 11 and 25, respectively, and which recite “uploading information from the SSMs to the data warehouse system,” the Office Action cites Burdick as disclosing this element in FIG. 5. Appellant’s attorney disagrees, since Burdick does not disclose an SSM, but instead merely describes database servers, and thus nothing in the description of Burdick relates to uploading information from the SSMs to the data warehouse system.

With regard to claims 15 and 29, which are dependent on dependent claims 11 and 25, respectively, and which recite “downloading information from the data warehouse system to the SSMs,” the Office Action cites Burdick as disclosing this element in FIG. 5. Appellant’s attorney disagrees, since Burdick does not disclose an SSM, but instead merely describes database servers, and thus nothing in the description of Burdick relates to downloading information from the data warehouse system to the SSMs.

With regard to claims 16 and 30, which are dependent on dependent claims 11 and 25, respectively, and which recite “the SSMs store a duplicate of the information stored on the data warehouse system,” the Office Action cites Burdick as disclosing this element in FIG. 5. Appellant’s attorney disagrees, since Burdick does not disclose an SSM, or a relational database stored by an SSM, but instead merely describes database servers, and thus nothing in the description of Burdick relates to the SSMs storing a duplicate of the information stored on the data warehouse system.

With regard to claims 17 and 31, which are dependent on dependent claims 11 and 25, respectively, and which recite “each of SSMs captures detailed data about a customer’s interaction for use both locally at the SSMs and globally at the data warehouse system,” the Office Action cites Melchione as disclosing this element at column 16, lines 10-30 and column 11, lines 30-50. Appellant’s attorney disagrees, since Melchione does not disclose an SSM, or a relational database stored by an SSM, but instead merely describes a centralized database, and thus nothing in the description of Melchione relates to each of SSMs capturing detailed data about a customer’s interaction for use both locally at the SSMs and globally at the data warehouse system.

With regard to claims 18 and 32, which are dependent on dependent claims 17 and 31, respectively, and which recite “the detailed data about the customer’s interaction is stored for future use,” the Office Action cites Melchione as disclosing this element at column 11, lines 40-60 and column 10, lines 55-65. Appellant’s attorney disagrees, since Melchione does not

disclose an SSM, or a relational database stored by an SSM, but instead merely describes a centralized database, and thus nothing in the description of Melchione relates to storing the detailed data about the customer's interaction for future use.

With regard to claims 19 and 33, which are dependent on dependent claims 11 and 25, respectively, and which recite "the detailed data is uploaded to populate the data warehouse system," the Office Action cites Burdick as disclosing this element in FIG. 5. Appellant's attorney disagrees, since Burdick does not disclose an SSM, or a relational database stored by an SSM, but instead merely describes database servers, and thus nothing in the description of Burdick relates to the detailed data is uploaded to populate the data warehouse system.

With regard to claims 20 and 34, which are dependent on dependent claims 11 and 25, respectively, and which recite "the customer-specific information is stored on the SSMs according to customer usage patterns as determined by the data warehouse system," the Office Action cites Melchione as disclosing this element at column 11, lines 40-60. Appellant's attorney disagrees, since Melchione does not disclose an SSM, or a relational database stored by an SSM, but instead merely describes a centralized database, and thus nothing in the description of Melchione relates to storing the customer-specific information on the SSMs according to customer usage patterns as determined by the data warehouse system.

IX. CONCLUSION

In light of the above arguments, Appellant's attorney respectfully submits that the cited references do not anticipate nor render obvious the claimed invention. More specifically, Appellant's claims recite novel physical features which patentably distinguish over any and all references under 35 U.S.C. §§ 102 and 103.

As a result, a decision by the Board of Patent Appeals and Interferences reversing the Examiner and directing allowance of the pending claims in the subject application is respectfully solicited.

Respectfully submitted,

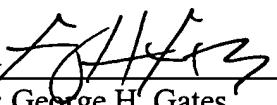
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GHG/amb

G&C 160.8-US-01

APPENDIX

1. A network connecting a plurality of self-service machines (SSMs), wherein each of the SSMs executes a relational database management system (RDBMS) that maintains a relational database stored on the SSM, and the relational database stores information for customers that frequent the SSM.

3. The network of claim 1, wherein the SSM further comprises means for using the information stored in the relational database to more effectively serve a customer at the SSM.

4. The network of claim 1, wherein the SSM further comprises means for using the information stored in the relational database to market products and services to a customer at the SSM.

5. The network of claim 1, wherein operations for the relational database are directed to the SSMs based on the information stored in the relational database on the SSMs.

6. The network of claim 1, further comprising means for storing the information in relational databases on a plurality of the SSMs.

7. The network of claim 1, further comprising means for moving the information stored in the relational database among the SSMs.

8. The network of claim 1, wherein each of the relational databases is a partition of a global relational database, wherein the global relational database is comprised of a plurality of the relational databases stored on a plurality of the SSMs.

9. The network of claim 1, wherein each of the relational databases stores information on customers that frequent the SSM that executes the RDBMS.

10. The network of claim 1, further comprising one or more transaction processing systems coupled to the network for processing transactions from the SSMs.

11. The network of claim 1, further comprising one or more data warehouse systems coupled to the network for storing information collected in the course of transactions involving the SSMs.
12. The network of claim 11, further comprising means for synchronizing the storage of information between the SSMs and the data warehouse system.
13. The network of claim 11, further comprising means for synchronizing the storage of information among the SSMs.
14. The network of claim 11, further comprising means for uploading information from the SSMs to the data warehouse system.
15. The network of claim 11, further comprising means for downloading information from the data warehouse system to the SSMs.
16. The network of claim 11, wherein the SSMs store a duplicate of the information stored on the data warehouse system.
17. The network of claim 11, wherein each of SSMs captures detailed data about a customer's interaction for use both locally at the SSMs and globally at the data warehouse system.
18. The network of claim 17, wherein the detailed data about the customer's interaction is stored for future use.
19. The network of claim 11, wherein the detailed data is uploaded to populate the data warehouse system.
20. The network of claim 11, wherein the customer-specific information is stored on the SSMs according to customer usage patterns as determined by the data warehouse system.

21. A method of processing information in a network interconnecting a plurality of self-service machines (SSMs), comprising:

executing a relational database management system (RDBMS) on each of the SSMs, wherein the RDBMS maintains a relational database stored on the SSM and the relational database stores information for customers that frequent the SSM that executes the RDBMS; using the information stored in the relational database to more effectively serve a customer at the SSM.

22. The method of claim 21, wherein the using step comprises using the information stored in the relational database to market products and services to the customer at the SSM.

23. The method of claim 21, wherein each of the relational databases is a partition of a global relational database and the global relational database is comprised of a plurality of the relational databases stored on a plurality of the SSMs.

24. The method of claim 21, further comprising processing financial transactions from the SSMs at one or more transaction processing systems coupled to the network.

25. The method of claim 21, further comprising storing information collected in the course of transactions involving the SSMs at one or more data warehouse systems coupled to the network.

26. The method of claim 25, further comprising synchronizing the storage of information between the SSMs and the data warehouse system.

27. The method of claim 25, further comprising synchronizing the storage of information among the SSMs.

28. The method of claim 25, further comprising uploading information from the SSMs to the data warehouse system.

29. The method of claim 25, further comprising downloading information from the data warehouse system to the SSMs.

30. The method of claim 25, wherein the SSMs store a duplicate of the information stored on the data warehouse system.

31. The method of claim 25, wherein each of SSMs captures detailed data about the customer's interaction for use both locally at the SSMs and globally at the data warehouse system.

32. The network of claim 31, wherein the detailed data about the customer's interaction is stored for future use.

33. The method of claim 25, wherein the detailed data is uploaded to populate the data warehouse system.

34. The method of claim 25, wherein the customer-specific information is stored on the SSMs according to customer usage patterns as determined by the data warehouse system.

35. A relational database management system (RDBMS) executed by a plurality of self-service machines (SSMs) interconnected by a network, wherein each of the SSMs stores a relational database, and the relational database stores information for customers that frequent the SSM.



12-09-02

Due Date: December 10, 2002

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Applicant: Robert J. Tramontano Examiner: Cam Y.T. Truong
Serial No.: 09/481,766 Group Art Unit: 2172
Filed: January 11, 2000 Docket: 8378.00
Title: DATA WAREHOUSE APPLICATIONS FOR NETWORKS OF SELF-SERVICE MACHINES

CERTIFICATE OF MAILING UNDER 37 CFR 1.10

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Date of Deposit: December 5, 2002

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By: *Isabell Ogata*
Name: Isabell Ogata

Commissioner for Patents
Washington, D.C. 20231

Dear Sir:

We are transmitting herewith the attached:

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- Please charge \$320.00 to Deposit Account No. 14-0225 for the Appeal Brief filing fee.
- Return postcard.

Please consider this a **PETITION FOR EXTENSION OF TIME** for a sufficient number of months to enter these papers, if appropriate.

Please charge all fees to Deposit Account No. 14-0225 of NCR Corporation (the assignee of the present application). A duplicate of this paper is enclosed.

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By: *F.H.G.*
Name: George H. Gates
Reg. No.: 33,500
GHG/io

(PTO TRANSMITTAL - GENERAL)